

**Account Termination Form - Residential & Non-Residential Tariff**

**Confidential**

\* Mandatory

1. SUPPLY INFORMATION	
Expected Account Termination Date *	Account / Premise Number *:
Supply Address *	

2. ACCOUNT INFORMATION	
Name of Applicant *	(English) (中文)
HKID Card or Passport or BR Certification No. *	
Contact Number *	Mobile Phone: Home/Office Phone: Fax :
Correspondence Address after termination of account *	
Expected to receive Final Bill *	<input type="checkbox"/> By email Email address:
	<input type="checkbox"/> By post to the above correspondence address
Authorized representatives of the Customer	Contact person: Contact Number:

3. DEPOSIT REFUND OPTIONS	
<input type="checkbox"/> Transfer to another account under Customer's name	Account Number:
<input type="checkbox"/> By cheque	By post to the above correspondence address
<input type="checkbox"/> Transfer to Customer's bank account	Name of Bank:
	Bank Account Number:

4. AGREEMENT TO SUPPLY RULES
<p>By applying for the supply or the transfer of supply of electricity or by obtaining or using electricity from the CLP Power Hong Kong Limited ('CLP Power'), the Applicant agrees to be bound and to abide by the Supply Rules published by CLP Power from time to time.</p> <p>The Applicant agrees to the Supply Rules of CLP Power and understands that these rules and CLP Personal Information Collection Statement and other terms and conditions concerning supply as prescribed by CLP Power (as revised from time to time).</p> <p>This is to confirm that the undersigned is the Applicant (or the Applicant's authorised representative/agent) and that details given in this form are true and accurate and the Applicant shall not hold CLP Power responsible for any fraudulent acts on his/her part. The Applicant (or the Applicant's representative/agent) shall compensate CLP Power for all damage, injury or losses of whatever nature suffered by CLP Power as a result of any fraudulent acts on his/her part or on the part of the applicant and the Applicant (or the Applicant's representative/agent) shall indemnify and keep indemnified CLP Power against all actions, claims, costs and demands of whatsoever nature brought or made against CLP Power directly or indirectly out of or in connection with such fraudulent acts.</p>

Name \*  
(Where Applicant is a Corporation, I/we have authority to bind the Corporation.)

Signature & Company Stamp \* Date \*  
(if applicable)

INTERNAL USE ONLY	Date:
BA NO. Handled by:	Remarks:

**1. SUBMISSION OF APPLICATION**

Please complete and return this form to CLP Power

- By mail to Customer Care Team, CLP Power Hong Kong Limited, 13/F, Shatin Centre, 6 On Lai Street, Shatin, N.T, Hong Kong.; or
- At any CLP Power Customer Service Centre during office hours.

**2. ENQUIRY AND PROGRESS TRACKING**

You will be able to track the current status of your supply, change of load and auto-pay applications anytime.

Please access the Application Progress Tracking System at our CLP Online or call CLP Infoline at 2678 2678.

**3. PERSONAL INFORMATION COLLECTION STATEMENT**

CLP is committed to protecting your privacy. Set out below is information that explains our practices about the way your personal data are collected and used.

**3.1 Personal Data We Hold**

Personal data held by CLP include information such as your name and address which were collected from you directly and also information such as detailed electricity consumption data and payment records that were gathered during the course of your dealings with CLP.

**3.2 Purpose of Collection**

CLP may use the personal data held by us for the supply of electricity to you and any directly related purposes. CLP may also use such personal data:

- to open, maintain and terminate accounts
- to supply you with services, facilities and goods you requested
- to respond to and follow up on your enquiries
- to process billing, payments and sales orders
- to conduct customer surveys
- to conduct research and perform statistical analysis
- to enable you to better understand your energy usage
- to gain an understanding of your energy needs
- to provide energy services, hints and tips on energy conservation
- to notify you of changes to our services that may affect you
- to develop new products and services
- to conduct direct marketing activities (including making appeals for non-profit organisations that may or may not be related to CLP)

You are not required to provide the personal data requested in this form. However, personal data marked with (\*) on this form are necessary for CLP to process your application. CLP may not be able to provide you with services, facilities or goods you require unless you provide the personal data marked with (\*).

**3.3 Transfer of Personal Data**

CLP may, for any of the purposes stated above, transfer any of your personal data to the following third parties:

- related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong;
- service providers (including service providers outside Hong Kong and cloud service providers) engaged by CLP for any of the purposes stated above; and
- entities (including entities outside Hong Kong) for conducting research and preparing statistics relating to any of the purposes

CLP will disclose data when required to do so by law and may also disclose such data in response to requests from law enforcement agencies or other government and regulatory authorities.

**3.4 Access and Correction of Personal Data**

You have a right to request access to, and the correction and erasure of, your personal data in accordance with, where applicable, the provisions of the Personal Data (Privacy) Ordinance (Cap. 486), and any other data protection law as applicable. Requests for access and, correction and/or erasure of personal data, as well as withdrawal of consent, where applicable, should be made by email and addressed to our Data Protection Officer at [csd@clp.com.hk](mailto:csd@clp.com.hk) or by letter and sent to the following address:

CLP Power Hong Kong Limited  
Data Protection Officer  
13/F, 6 On Lai Street  
Shatin, NT  
Hong Kong

**3.5 Direct Marketing**

CLP Group companies within Hong Kong, including CLP Holdings Limited and CLP Power Hong Kong Limited, may use your name, contact phone number, correspondence address, email address and electricity consumption data for marketing our energy services, electrical products, CLP Group organised events and making appeals for non-profit organisations that may or may not be related to CLP.

If you wish us to exclude your personal data for direct marketing purposes, please send us an email, along with your name and account number to our Data Protection Officer at [csd@clp.com.hk](mailto:csd@clp.com.hk) or call us on 2678 2678.

**3.6 Privacy Policy Statement**

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at <https://www.clp.com.hk/en/privacy-policy>.

Unless specified otherwise, references to "CLP" shall mean CLP Power Hong Kong Limited and the "CLP Group" shall mean CLP Holdings Limited, its subsidiaries and affiliates.